

HOLISTIC STUDENT SUPPORT

Collaborate with students both in and out of the classroom to understand and respond to their needs and goals
Strategic Actions Winter 2023 Update

Increase Total FTE and Headcount.



As of the end of week 9 of the winter 2023 term, we are up in FTE by 3.3% (year-to-date). FTE for winter term is up 6.1%. Headcount is down 6.5% (year-to-date) and down winter term by 3.8%. As reported in the fall, this discrepancy indicates we have fewer total students but those students are taking more credits.

Additionally, as we indicated in the fall, we are continuing to see a decrease in the number of students taking 0-5 credits.

It is important to note that while this particular goal is tied to both the Strategic Enrollment Management (SEM) Plan and the holistic student support strategic priority indicators, the action items in the SEM Plan are good for students regardless of whether they impact FTE and/or Headcount. Additionally, we expect that as the action items are implemented, we will see a direct result in retention and completion.

Finalize and implement a strategic enrollment management plan for CCC.



The 2022-2026 SEM Plan is completed and has been launched! Tactical leads have been meeting with work groups to author project charters for their teams, and begin identifying and implementing activities in support of their SEM tactics. Leads for all 2022-23 SEM tactics continue to meet to track progress, and identify overlaps between the plans for unique tactical implementation groups.

By the end of fall 2023, the SEM and Strategic Planning group (a subcommittee of the Access, Retention and Completion (ARC) Committee) will have created a charter, mapped out our 2023-24 workplan and updated targets for the current SEM plan. A key component of our work plan will be to identify means to measure the overall effectiveness and impact of the SEM plan.

Use SEM plan to focus, align, and cultivate new resources used in support of goals related to access, enrollment, retention, and completion.



As part of the AY22-23 budget development process, tactical leads made requests in support of their assigned SEM tactics, including identifying resources to support a customer relationship management (CRM) software solution. SEM and tactical leads are awaiting results of the budget development process.

Alignment work continues in collaboration with other Strategic Priority Implementation teams, including the Diversity, Equity, and Inclusion Hustle Huddle. Many elements of the DEI strategic plan are embedded in the SEM plan; we will continue to meet and look for alignment across plans and implementation efforts, and reduce duplication of effort when identified.

Alignment and support will continue to be championed by the SEM and Strategic Planning subcommittee of ARC.

Launch ongoing evaluation of SEM tactics to ensure continuous improvement.



Recent reports suggest that multiple SEM tactic teams are looking for assistance in developing and refining appropriate milestones and measures for indicators of success. The SEM and Strategic Planning Subcommittee will work with Institutional Research to organize a custom approach to this kind of assistance over the course of the coming terms.


On Track


**Progress Made,
Assistance Needed**


At Risk